



Health Services
LOS ANGELES COUNTY

December 12, 2012

**Los Angeles County
Board of Supervisors**

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Second District

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Deputy Director, Strategic Planning

TO: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Mitchell H. Katz, M.D.
Director

**SUBJECT: REQUEST TO AMEND AN INFORMATION
TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT (ITSSMA) WORK ORDER FOR
ADMINISTRATIVE SUPPORT FOR THE
DEPARTMENT OF HEALTH SERVICES
RADIOLOGY PICTURE ARCHIVING AND
COMMUNICATION SYSTEM (PACS)**

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through collaboration with
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This is to advise the Board of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order No. 04-2341 with Computer Professionals Unlimited, Inc., dba Rydek Computer Professionals (Rydek) for Administrators for the Department of Health Services (DHS) Radiology Picture Archiving and Communications System (PACS) to extend the Period of Performance for two (2) additional months from February 1, 2013 through March 31, 2013 and add \$103,552 increasing the total Work Order maximum obligation from \$563,691 to \$667,243. In accordance with ITSSMA guidelines, prior notice to your Board is required for projects that exceed \$300,000.

On March 21, 2012, I notified the Board of my intent to amend this Work Order to extend the term for six (6) months from July 31, 2012 to January 31, 2013 and increase the Maximum Amount by \$263,692 for a revised Total Maximum Amount of \$563,691. I also indicated that 1) DHS would not request any additional extensions or increases to the maximum dollar amount for this Work Order; 2) DHS had acquired four (4) Senior Information Systems Analyst Items (No. 2593A) to hire full-time Radiology PACS Administrators; and 3) DHS had initiated the exam process and expected to have a promulgated list of candidates by mid May 2012. However, the exam process which includes applicant interviews was delayed and unfortunately,

DHS has not received a promulgated list yet. The exam interviews have been scheduled and it is expected that the exam process will be completed with a list of candidates promulgated by mid December 2012. DHS will complete the selection process with the expectation that staff will be on board and the existing Work Order cancelled no later than the end of March 2013.

BACKGROUND

DHS is the second largest health care system in the nation serving nearly 10 million residents. DHS' Radiology PACS archives radiology images electronically and is the DHS standard for Radiology. DHS does not currently have its own experienced Radiology PACS Administrators. Pursuant to this Work Order, two (2) Radiology PACS Administrators provide full time, on-site management and administrative services of the existing Radiology PACS at LAC+USC Medical Center (LAC+USC) and Harbor-UCLA Medical Center (HUMC). The PACS is designed to acquire, route, display, and archive radiology images electronically and is interfaced with several radiology modalities such as CT, MRI, and our existing Healthcare Information System (HIS). A well-managed PACS will result in improved efficiency, reduce costs, and improve patient care as radiologists can quickly and easily access patient images for interpretation thereby allowing referring physicians to make quicker diagnoses.

SCOPE OF WORK

The DHS Radiology Manager at each facility has assigned, to each Radiology PACS Administrator, the following duties and responsibilities, which are currently within the scope of this Work Order:

- acts as a Radiology IT Liaison;
- provides network management;
- makes system configuration changes and modifications;
- provides modality/PACS support;
- monitors and corrects PACS interfaces;
- trouble shoots and problem solves;
- monitors quality assurance;
- ensures PACS data integrity and disaster recovery;
- provides quality control and performance monitoring;
- ensures that the system and users meet HIPAA regulations; and
- develops technical documentation and management reporting.

JUSTIFICATION

DHS continues to lack sufficient technical resources and experienced staff to provide Radiology PACS support and to adequately manage and monitor the existing radiologic

imaging and information systems. DHS recognizes the need to reduce the long-term dependence on ITSSMA contractors. This temporary resource will terminate by March 2013 when DHS expects to have the hired staff on board. The current ITSSMA Radiology PACS Administrators will provide transition support of duties performed by the PACS Administrators to the incoming County staff.

FINANCIAL IMPACT

The Administrators' hourly rate will remain the same through the term of the Work Order and pricing continues to be on a Time and Materials basis. The current maximum obligation is \$563,691 with a proposed increase of \$103,552 and for a revised total Work Order maximum obligation of \$667,243. The funds for this Work Order are currently in the Fiscal Year 2012-13 LAC+USC and HUMC operating budgets.

CLOSING

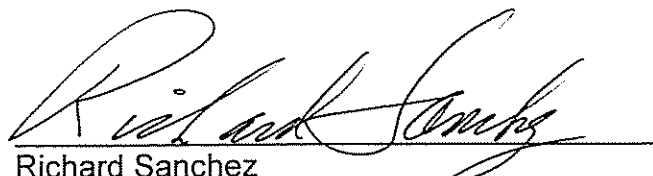
Consistent with ITSSMA policies and procedures, we are informing the Board of our intent to proceed with amending this Work Order for a final time to extend the term and increase the maximum dollar amount. DHS will complete the hiring process within the next few months and will not request any additional extensions or increases to the maximum dollar amount for this Work Order. If no objection is received from your Board within ten (10) business days upon receipt of this Board notification, we will request ISD to proceed with the Amendment of this Work Order.

If you have any questions or require additional information, please let me know or your staff may contact Kevin Lynch, DHS Chief Information Officer, at (213) 240-8128.

MHK:lr

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office
Internal Services Department

REVIEWED BY:


Richard Sanchez
Chief Information Officer

12-18-12
Date